

# CITY OF BEAVERTON

## Police Records Manager

### General Summary

Manage the activities of the police records section and the performance of the staff, including planning, scheduling, and assigning work. Develop, implement and administer programs, policies and procedures including the entry, collection, retrieval and distribution of data. Ensure appropriate provision of information to officers, City staff and the public.

### The Key Distinguishing Duties

Overall responsibility for managing programs and staff of the section including hiring employees, responding to grievances and overseeing the disciplinary process as needed.

### Essential Functions

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Manage police records operations to ensure 24-hour coverage. Uphold the department's community oriented policing philosophy. Develop, review, approve and implement section work plans, services and policies. Set performance standards. Serve as a member of the division management team. Evaluate performance and program effectiveness and take action for improvement as necessary.
2. Plan, implement and review procedures for filing, retrieval and distribution of police records. Identify data collection needs and assure accurate and consistent entry and distribution of data.
3. Ensure the availability of and monitor public access to case files according to requirements of City policy and applicable laws, regulations and ordinances. Manage the retention schedule for case files and related documents.
4. Assist the public and staff by answering questions related to specific records, laws and policies.
5. Assist in the internal audit process by verifying information, accuracy, and completeness. Report findings to command staff.
6. Manage staff to ensure that City goals and objectives are met. Schedule, assign and review work. Make hiring decisions. Provide technical assistance and opportunities for developmental training and performance coaching to employees. Conduct performance evaluations. Respond to employee grievances and oversee disciplinary processes according to the collective bargaining agreement and City policy.

7. Prepare, recommend and monitor budget for section. Provide explanation for variances. Authorize the purchase of supplies as needed.
8. Develop timelines and resource allocations for assigned projects. Monitor progress to ensure that objectives are met. Prepare statistical reports on section activity.
9. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing the City's vision and goals. Create an environment in which employees are focused on producing excellent quality results and customer service.
10. Produce an acceptable quantity and quality of work that is completed within established timelines.
11. Provide direction and set standards for excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer and staff.
12. Represent the police records section and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
13. Provide employees with basic job training and safety instruction. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
14. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
15. Participate in the City Emergency Management program including classes, training sessions and emergency events.
16. Follow standards as outlined in the Employee Handbook.
17. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

### **Other Functions**

1. Support Police Records staff as required.
2. Coordinate reprographics needs for Police Department.
3. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary.
4. Perform related duties of a similar scope and nature.

### **Knowledge Required**

- ◆ Working knowledge of the difference between civil and criminal laws.

- ◆ Advanced knowledge of law enforcement, terminology, practices, methods, and procedures.
- ◆ Advanced knowledge of the laws, regulations and ordinances governing police records management including laws pertaining to release of public information and archiving.
- ◆ Advanced knowledge of practices and principles of records management.
- ◆ Working knowledge of modern office management and equipment.
- ◆ Working knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Working knowledge of strategic planning methods with an emphasis on services related to police records management.
- ◆ Working knowledge of human resources management practices.
- ◆ Working knowledge of public purchasing and contracting laws and regulations.
- ◆ Advanced knowledge of basic arithmetic and mathematics principles.
- ◆ Advanced knowledge of English grammar, spelling and usage.
- ◆ Advanced knowledge of Microsoft Office programs.

### **Skills/Abilities Required**

- ◆ Strong ability to use LEDS and related software applications.
- ◆ Strong ability to use Dictaphone, two-way radio, and teletype equipment.
- ◆ Strong ability in conceptual analysis and policy/program development and implementation.
- ◆ Ability to prepare statistical reports.
- ◆ Advanced ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Strong ability to effectively manage multiple programs and a staff including hiring, training, coaching, disciplinary action, performance management and termination.
- ◆ Ability to manage a section budget.
- ◆ Strong ability to demonstrate leadership behavior to employees, public officials, other agencies, customers and the general public.
- ◆ Strong ability to build consensus.
- ◆ Strong ability to establish and maintain effective working relationships with employees, other agencies, public officials and the general public.
- ◆ Strong ability to coach employees on and to apply excellent internal and external customer service skills.
- ◆ Advanced ability to communicate effectively both orally and in writing with diverse customers, employees, other agencies, public officials and the general public.
- ◆ Ability to make presentations and develop reports that may include technical information.
- ◆ Advanced ability to use word-processing and spreadsheet programs and other software applications as required for position.

### **Minimum Qualifications Required for Entry**

Associate degree in business/public administration, office management or records management, or equivalent credit hours, 5 years experience managing a large office staff (10+) or 4 years progressively responsible police records experience, including 3 years experience in a supervisory or lead role, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

## **Licensing/Special Requirements**

- ◆ Valid driver's license and the ability to meet the City's driving standards.
- ◆ LEDS certification required within six months.
- ◆ Notary public desirable.

## **Working Conditions Requirements**

Regular focus on a computer screen; daily use of a keyboard or similar device; occasional standing for 30 minutes at a time; daily dealing with distraught or difficult individuals; occasional attendance at meetings or activities outside of normal working hours; occasional shift, weekend, or holiday work; occasional operation of a motor vehicle on public roads.

## **Classification History**

As of 10/97: Police Records Supervisor

New class specification title 1/98: Police Records Supervisor

Revised: 11/99

New class title 9/2004: Police Records Manager

Revised: 2/05

Revised: 1/1/09

Status: M2

FLSA: Exempt

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Department Head Signature

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Human Resources Signature

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Date

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Date